

Homelessness Strategy Delivery Plan – Draft July 2016

The delivery plan will be overseen by the Homelessness Board and administered through Strategic Housing Services. Priorities will be agreed by the Joint Homelessness Board and Borough of Rochdale Homelessness Action and Information Network. Where appropriate actions will be undertaken by task and finish groups including representation from key stakeholders and service providers. Timescales will be reviewed by the Homelessness Board according to priorities.

	Aim	How	Action	Outcome	Progress Monitored on a quarterly basis with Homelessness Board.
1	Mortgage Rescue – we want to continue to prevent households at risk of homelessness as result of mortgage default.	Ensure that Debt casework for household at risk is included as part of the Advice service commissioned by the Council.	Continue to monitor performance	Households able to remain in their home or enable a planned transfer to a more affordable outcome.	Monthly returns from service commissioned through CAB are reported to the Board on a quarterly basis.
2	Bed & Breakfast – we want to prevent any household with children from being placed in B&B type accommodation. We want to reduce to nil all use of B&B type accommodation. Where we have no other option, we will ensure that B&B accommodation is of a reasonable standard.	We will ensure that there is sufficient supply to meet needs.	Review existing temporary and emergency accommodation provision. Work with partners	The health and wellbeing of children and other vulnerable people will not be compromised by use of B&B. Reduction in use of	Use of B&B is monitored through RBH Homelessness contract.

			across GM to establish and agree to a GM wide quality standard for all B&B accommodation	B&B.	
3	Domestic Abuse – support households at risk of homelessness as a result of domestic abuse and support the development of an integrated approach.	Ensure that there is sufficient support for households experiencing domestic abuse.	Support the work of integrated commissioners. Ensure that Homelessness services continues to prioritise partnership working such as involvement in STRIVE. Review information sharing between housing providers to ensure that potential perpetrators and those at risk recognise safeguarding issues.	That services commissioned compliment those already provided and help address potential gaps. Good practice is adopted across housing providers.	Households that become homeless due to domestic abuse are reported quarterly
4	Rochdale Homelessness Prevention Fund – partners should work together to pursue funding opportunities and we should seek to develop a quick access Prevention fund that people can use to facilitate	BRHAIN will take a lead role in facilitating a partnership bid.	Utilise the expertise and experience within individual services and agencies to pro-actively bid for funding	A Prevention Fund Strengthened links and establish a more effective partnership to	T & F group will establish partnership protocol.

	prevention.		opportunities on behalf of the BRHAIN Partnership.	support homeless households.	
5	Case management – we want to promote a Lead officer/case manager approach to provide consistency and to facilitate a joined up approach.	Services and Agencies agree to a more collective response. Future specifications across services commissioned to reflect Lead Officer/case manager approach.	Work with partners and stakeholders to Develop and pilot a Partnership Protocol. Ensure lessons learnt from pilot can inform future service specification.	More effective joined up services and improved outcomes for service users.	T & G to design model based upon first access principle. To engage with commissioners to agree a pilot
6	Cold Weather Protocol - we want to ensure that no one is at risk of serious harm or death as a result of sleeping rough. We want to continue to meet the Councils commitment to the principles of No Second Night Out.	Improve and increase CW Provision across the Borough	Review existing protocol and identify future partners that may be able to contribute to sharing the support.	Prevent rough sleeping in the Borough	Rough Sleeping is measured on annual basis. From 1 st April 2017 we will introduce a 'local' measurement in line with emerging practice to report in time rough sleeping in the Borough
7	Exclusions – we want to try and prevent small numbers of service users with chaotic and complex lifestyles from losing their supported accommodation and	Develop an early warning system amongst providers to introduce respite	Review exclusion policies. Agree to a Traffic Light	Prevent rough sleeping and service attrition.	Establish a local protocol among supported accommodation

	becoming street homeless.	arrangements and time limited exclusions.	early warning system.		providers
8	BRHAIN Website - we want to improve the website and make it more effective in engaging the wider community and to promote a community based response to supporting people at risk of homelessness.	BRHAIN task and finish group to explore opportunities and improve website.	Review current website and identify support to enable improvements. To link the website to extend use of website as a prevention tool.	Be able to sign post people in the community and those at risk of homelessness to access timely help and support.	T & F group to review current provision and recommend changes
9	Private Rented Sector rent guarantee – the ability to support households into rehousing is essential if we are to meet demand.	Support the continuation of Rent Guarantee.	Review existing arrangements and ensure that the council continue to prioritise provision of the service	Monitor performance.	Reported annually. Included in Quarterly prevention returns
10	Housing options for previously cared for young people – we want to work more closely with our partner providers to provide the best possible offer for our cared for children.	Social housing providers will help the council to provide homes for cared for young people.	Developing a Housing Protocol amongst our partner providers based upon the councils Corporate Parent principles.	Improved housing options and support for vulnerable young people.	CSC record housing accommodation outcomes for all previously cared for young people and reports directly to Corporate Parenting Board.

		Introduce a local variation to the determination of Intentionality for previously cared for young people at risk of homelessness.	Consult with stakeholders.	Prevent previously cared for young people slipping into cycle of homelessness.	Board will consult with elected members prior to any decision to engage with wider consultation with housing providers and partners
		To facilitate a better route for previously cared for young people relocating to neighbouring boroughs as part of a planned resettlement.	To build upon Shared Services approach and links with GM Housing Needs Group to introduce a GM wide protocol to assist young people relocating to their home borough.	A more supportive pathway for young people returning to their home borough.	To be reported to Corporate Parenting Board and linked to Virtual Cared For Children performance plan
11	Withdrawal of Housing benefit for 18-21yr olds –we want to prevent 18-21yr olds from becoming homeless, but ensure we have a safety net for those with no other option.	To have quick access to training and employment. To identify potential short term housing options that may be exempt from HB rules.	We will work with all partners and in particular colleagues in Economic Affairs to prioritise pathways to training and employment for 18-21yr olds. Support appropriate accommodation and housing providers to develop pathways to training and employment that may enable exemptions.	Sustainable housing options for any 18-21yr old at risk of homelessness. Prevent any 18-21yr old from sleeping rough.	Monitor number of 18-21yr olds seeking assistance. (110 18-21yr olds accessed services in 2015)

		To ensure that we have a place of safety for any 18-21yr old at risk of sleeping rough	With partners and commissioners to identify the provision of a place of safety for any 18-21yr old at risk of rough sleeping by revisiting the CWP Protocol		
12	Local Housing Allowance under 35yrs – we want to develop suitable housing options for single people under 35yrs.	Facilitate and support the continued development of Sharers scheme across all housing providers.	Share good practice and learn from experience of partner agencies that already operate Sharers schemes. Ensure that access to training and an emphasis on assisting people to acquire skills is included in any future commissioning. Encourage partners to pool resources and vocational and pre-employment activities to widen the opportunity for people that need support.	Easy access to house sharing options across the Borough.	Review data base to capture and report number of single under 35yrs seeking assistance.
13	Health and Wellbeing – we want to improve the health and wellbeing of people that are at risk of homelessness and to enable people to develop more healthy lifestyles.	Embed improved health and wellbeing as universal aim for all people accessing advice and support	All services to adopt Making Every Contact Matter.	Contribute to improved health and wellbeing of people accessing services demonstrated through PIs and case	Agree a common set of PIs to be reported back to Board

			<p>All front line staff to be trained to provide brief interventions.</p> <p>Introduce a suite of H&W performance indicators to demonstrate contribution that services make to improved outcomes</p> <p>Share good practice through Partnership arrangements</p>	notes.	
14	Pathways to health – we want people to be able to identify and access services and opportunities that can help support them.	We will work with colleagues in PHE and CCG to develop better pathways.	<p>Undertake a Health Survey to identify key issues and common barriers</p> <p>Improve dialogue between health and housing services through development of key contacts.</p>	Base line information that can be shared with commissioners and providers	Utilise feedback from services and service users gathered through the Review and to include outcome from Frequent Flyers project.
15	Hospital Discharge – we want to prevent people being discharged from hospital before a housing option is in place.	Re-establish a Hospital Discharge Protocol.	Review existing arrangements and work with colleagues in health to re-establish the protocol	Prevent people being discharged at immediate risk of sleeping rough.	<p>Rough sleepers monitored as above</p> <p>T & F group to review protocol</p>
16	Whole family approach – we want to	Recognise that all	Where possible we will	To promote sustainable	Number of CAFs open

	reinforce a whole family approach to supporting households at risk.	members of a household will be at risk and may also contribute to successful outcomes.	encourage providers to adopt Common Assessment Framework principles when assisting households with children.	outcomes	
17	Housing First – we want to provide a housing option for excluded and complex households.	We will work across partnerships to provide a housing solution for complex households.	We will use the Multi Agency Risk management tool kit to develop appropriate support. Partners and housing providers will work together to identify suitable housing options. Partners will work together to pursue additional resources.	Prevent rough sleeping and tenancy attrition.	Identify cohort through Multi agency assessment. To Pilot HF model and report back and share outcomes through the Board and to wider commissioners
18	The community – we want to harness the support across the wider community that can help support people at risk and enable sustainability	BRHAIN will take a lead role in engaging with community based groups, faith groups and volunteers to provide support for people at risk of homelessness.	Sub group will liaise with faith groups, voluntary groups and seek the support of Community Champions in helping to identify potential support. BRHAIN will represent	People at risk of homelessness will be able to support local networks to be part of the community.	Membership of BRHAIN and website to reflect broader partnership

			the needs of homeless people as part of the Voluntary Sector Partnership/Health & Wellbeing Partnership.		
19	Welfare Reform – we need to provide short term assistance to households affected by ongoing welfare reform and enable them to develop resilience	Benefit Cap We will provide targeted support for households.	<p>We will liaise with colleagues in DWP/Rochdale Benefit team to identify households most at risk.</p> <p>We will work with social landlords and other partners to contact households in both social and PRS</p> <p>Liaise with colleagues in Revenue & Benefits to support households to access DHP.</p> <p>We will liaise with colleagues in Economic Affairs and Job Centre to encourage and guide households towards training and employment advice</p>	Homelessness prevented by use of DHP to enable households to make changes and reduce further risk of homelessness.	<p>Reported through Welfare Reform Board and Dashboard</p> <p>Access to training and employment to be identified as a new PI common to all providers</p>

			and support.		
20	Equality and Diversity – we want marginalised and underrepresented households to be able to access timely support and prevention interventions.	We will provide confidence that will allow people to access support in a timely manner.	<p>We will review our assessment processes.</p> <p>We will ensure that website and public information acknowledge the needs and support of potentially marginalised households.</p> <p>Where necessary we will seek advice and support from groups or agencies that represent marginalised people.</p> <p>Recognise across the partnership that we may need to adapt services to help meet specific needs.</p>	People will not be marginalised or adversely affected as a result of their gender, sexuality or ethnicity.	T&F Group will undertake a review across all services and report back to board with recommendations
21	GM Devolution – we want to influence and benefit from opportunities created through the devolution agenda.	As part of the GM Housing Needs Group we will continue to engage and negotiate with partners across the sub region.	<p>Exchange information and provide feedback.</p> <p>Take a lead role in promoting the corporate aims and</p>	The Borough will benefit from any opportunities as a result of sub regional working.	Reported to Joint Board quarterly

			<p>outcomes of the Borough as part of any Devo Manc offer</p> <p>Advise senior managers and elected members.</p>		
22	<p>Prepare for change in legislation – we want to be prepared for potential changes in legislation and possible cap on supported accommodation.</p>	<p>The Homelessness service will consider likely changes and how this may affect prevent and assessment.</p>	<p>Exchange information across the GM Housing Needs Group</p> <p>Undertake a snap shot local exercise to consider any potential impact upon services and assessments.</p>	<p>Services, elected members, commissioners and the wider public understand any potential changes and can react in a planned way.</p>	<p>T & F Group to inform local providers and to provide information to elected members on likely and actual impact. Linked to Homelessness P1Es and likely update of information required as part of the GM Homelessness Prevention partnership</p>